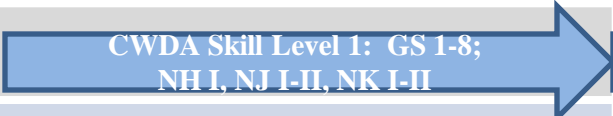

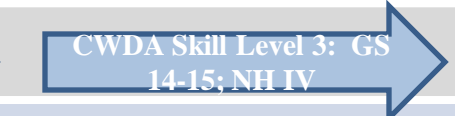





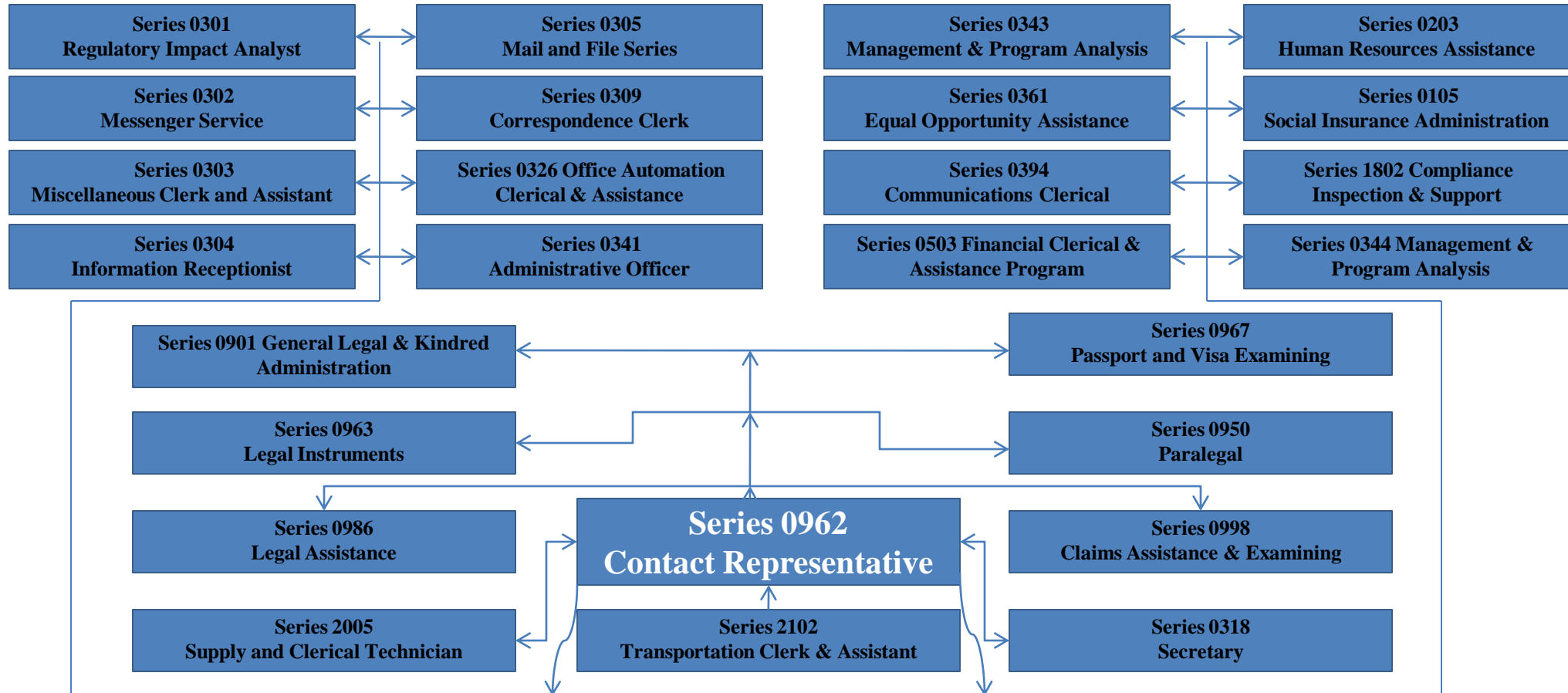


Series 0962 Contact Representative -- *Career Roadmap*

		 CWDA Skill Level 1: GS 1-8; NH I, NJ I-II, NK I-II	 CWDA Skill Level 2: GS 9-13; NH II-III, NJ III-IV, NK III	 CWDA Skill Level 3: GS 14-15; NH IV
	Academic Credential Requirement:	May combine education and/or work experience to qualify; for details see: http://www.opm.gov/qualifications/Standards/IORs/gs0900/0962a.htm	May combine education and/or work experience to qualify; for details see: http://www.opm.gov/qualifications/Standards/IORs/gs0900/0962a.htm	May combine education and/or work experience to qualify; for details see: http://www.opm.gov/qualifications/Standards/IORs/gs0900/0962a.htm
	Competency Requirements:	<ul style="list-style-type: none"> • Attention to Detail • Claims Tracking • Communication • Entitlements • Factual Investigation • Mission Focus • Problem Solving 	<ul style="list-style-type: none"> • Attention to Detail • Communication • Entitlements • Legal Analysis and Reasoning • Mission Focus • Problem Solving 	Under Construction
	Experience Requirement:	For details, see: http://www.opm.gov/qualifications/Standards/group-stds/gs-cler.asp	For details see: http://www.opm.gov/qualifications/Standards/group-stds/gs-cler.asp	For details see: http://www.opm.gov/qualifications/Standards/group-stds/gs-cler.asp
	Desired Experience:	<ul style="list-style-type: none"> • Interpersonal skills • Critical Skills • Multi-tasking • Information Technology • Ability to work alone • Analytical skills • Reading comprehension and application 	<ul style="list-style-type: none"> • Interpersonal skills • Critical Skills • Multi-tasking • Information Technology • Ability to work alone • Analytical skills • Reading comprehension and application 	
	Desired Leadership Competency Level (CLD):	Foundation	Foundation, Supervisory	Foundation, Supervisory, Management

Career Opportunities

Related Job Series: The chart below identifies Job Series within the occupational group with the greatest similarity in scope of work and competencies. Click on an icon to see the Career Roadmap for the Job Series.



Competencies: You may determine how closely your competencies match the related Job Series by conducting a Self- Assessment within **CWDA**.

Additional Opportunities: You may conduct a Self-Assessment within CWDA for any Job Series represented within the Marine Corps to determine how closely your qualifications and competencies match other opportunities. For a comprehensive list of Job Series, [click here](#).